

INFORMATION SERVICES POLICY COMMITTEE REPORT



FEBRUARY 10, 2005

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INFORMATION SERVICES
POLICY COMMITTEE

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INTER-OFFICE MEMO

TO: Information Services Policy Committee

FROM: Doug Thomas, Information Services Manager, Information Services

DATE: February 08, 2005

SUBJECT: Monthly Report

SYSTEMS DEVELOPMENT PROJECTS

1. InterLinc e-Gov

The InterLinc Action Center, (citizen service requests) is scheduled to begin 2nd quarter '05. We will be working with Accela on their new web interface module. (Service Request System) The new Wells Fargo / EPOS payment module will be activated this month if all account setup issues are resolved. I.S. continues to research the need for Internet content management software in it's efforts to restructure and technically upgrade InterLinc to be compliant with industry standards and Federal 508 rules. (Accessibility Guidelines) The return of the Internet Support Specialist position to I.S. is in the final stages of the transfer process. All related documents have been updated and submitted to Personnel. I.S. will advertise for this position in the February time frame.

2. Personnel Applicant Tracking System

The PAT system was successfully put into production internally in August 2004. The web based portion of the project, as mentioned above, was put into production on 01/07/05. This will be the last ISPC report on this project as the system went into support mode on February 1, 2005.

3. Lancaster County General Assistance

Initial presentation to the GA Steering Committee held on 02/15/05. SRD activities will start immediately following approval.

4. County Attorney/Public Defender Case Management System

Project planning activities will begin this quarter to determine the scope, technology requirements, and platform selection.

5. Parking Tickets

The application development efforts were completed last month for functions in the back office. IS continues to work on the coding for the hand held device and it's companion mobile printer. Field testing is scheduled for March with both devices. Final testing of software and hardware will occur by the end of the 1st quarter. Depending on the final customer acceptance, testing this project will be implemented in the 2nd quarter 2005.

6. Fire Systems Rewrite

The PRIME system components continue to be worked on. The new LFR Training module was implemented over the weekend of January 29th. The Incident Reporting module was also installed in one fire station for training and customer acceptance testing. Continuing issues with the EMSpro vendor has impeded our progress. As reported last month, the new EMSpro project manager has

made a difference and some head way has been made. The LFR staff have been asked to do a system test of the entire EMSpro software to validate the progress that has been made to date. LFR will be coordinating the testing, training, and deployment of the new software at the fire stations by 2nd quarter 2005.

OPERATIONAL

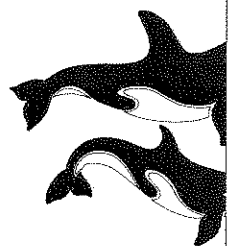
The County PeopleSoft AS/400 prime shift utilization in January was 6.40% compared to 14.48% in December. Disk utilization is 33.0%.

The Fiscal AS/400 prime shift utilization was 10.24% in January compared to 10.97% in December. Disk utilization is 70.7%.

The CJIS Alpha prime shift utilization in January was 31% compared to 25% in December.

The IBM Multiprise Enterprise Server prime shift utilization was 53.19% in January compared to 55.04% in December. There were 4,452,233 CICS transactions executed including 1,551,749 web transactions.

PROJECT REPORTS



Personnel Applicant Tracking System (PATs)

Project Manager: Terry Lowe
Analysts: Nick Wemhoff
Chris Plock

February 7, 2004

Project Description:

The Personnel Applicant Tracking System (PATs) has gone through various conceptual stages over the past two years in both project scope and system requirements. A new project team was formed in March of 2003 that began to bring both new technology solutions and long term vision to the table. Based on the Personnel Directors request, the architecture for a comprehensive web based system was designed and approved. The new system will include the automation of a full range of processes from job requisition, online applications, document imaging, automated ranking/ratings of supplemental questionnaires, and interview processing, to final applicant selection and Affirmative Action tracking. The system will be developed completely by utilizing the Oracle Developer tool set and supported by the Oracle data base environment. The project has been split into the following three deliverables; Phase I: Intake Processing, Phase II: Systems Administration, and Phase III: Web Based Online Applications and Internal Application Processing. Early estimates project an operational system in the 3rd quarter of 2004. The budget was established at \$79,060.00 with 1340 hours of effort (@\$59.00/\$63.00 an hour). A revised budget of an additional 160 hours (@ 64.00 an hour) will be required to complete the project.

Total Project Hours: 1500 Final Expended Hours: 1771.50

Current Events:

01/04 * System put into production on 01/07/2005. Nick produced the requisition training module that will be used for all future position requests. Final Expended: \$112,082.50

Future Events:

02/05 * System put into support mode on 02/01/05. Project closed.

History:

12/04 * Nick complete the requests for modification generated from the customer training event. Received final customer acceptance approval. Personnel agreed to coordinate the media announcements. Expended: \$105,458.50

11/04 * Nick complete the requests for modification generated from the customer training event. Received final customer acceptance approval. Personnel agreed to coordinate the media announcements. Expended: \$102,098.50

10/04 * Nick conducted the demonstration and training of personnel staff on 10/27/04. Began work on modifications and enhancements. Expended: \$99,042.50.

- 09/04 * Nick completed the coding and unit testing on Phase III, the web based portion of the project. Phase III is targeted to be put into production after a short user acceptance period of 1 to 2 weeks. Expended : \$93,122.50.
- 08/04 * Nick completed the customer acceptance training activities. Phase I and Phase II have both been successfully placed into production. Nick continued to work on Phase III of the web based portion of the project. Expended : \$82,882.50
- 07/04 * Nick completed the preparation for the customer acceptance training activities. Nick continues to work on the Phase III web based portion of the project. Chris completed the work on the MyInterLinc interface module to AppTrack. Expended : \$73,922.50
- 06/04 * Nick complete Phase III testing on the applicant requisition and selection process. Preparation for the customer acceptance training activities began this month. Nick also began the Phase III web based portion of the project. Chris will be working on the MyInterLinc interface module to AppTrack as time permits. Expended : \$62,037.00
- 05/04 * Phase III, applicant requisition and selection processing is in the final stages of testing. Nick was assigned to work on the web based portion of Phase III, (Application Processing.)
- 04/04 * Both Phase I and Phase II have been completed. Full system testing has begun. Terry and Chris continue to design the MyInterLinc module that will be utilized by a variety of applications for registration processing. Citizens will be issued unique identifiers so they can track the status of their applications online. Chris will be working on Phase III, Web Based Application processing, late 3rd quarter 2004. Expended : \$47,264.50
- 03/04 * The Application Intake module and related processing was completed. Letter generation has been tested successfully and a streamlined process has been designed. Automated ranking and rating of supplemental questions has been completed. Nick has also completed the EEOC filters that will identify protected status applicants for select. Bi-weekly interfaces with Tesseract will create exact EEOC profiles of our workforce. Terry and Chris continue to design the MyInterLinc module that will be utilized by a variety of applications for registration processing. Citizens will be issued unique identifiers so they can track the status of their applications online. Expended: \$38,475.00
- 02/04 * The Application Intake module and related processing is nearly completed. First draft letter generation has been tested successfully and a streamlined process has been designed. Automated ranking and rating of supplemental questions is near completion. Nick has also added the EEOC filters that will identify protected status applicants for selection. Bi-weekly interfaces with Tesseract will create exact EEOC profiles of our workforce. Terry and Chris continue to design the MyInterLinc module that will be utilized by a variety of applications for registration processing. Citizens will be issued unique pin numbers so they can track the status of their applications online.

- 01/04 * The Application Intake module is moving forward at a rapid pace. Nick is putting the finishing touches on a couple of new features and will begin unit testing next month. It was decided that all image processing will utilize the County Records staff. This will eliminate the need for scanners and will also allow the current staff to keep up with the new data entry work load of supplemental questions. Nick is also reviewing the letter generation issues for phase I.

- 12/03 * The initial set of production supplemental question screens were deployed. Personnel staff can now begin the process of building the questions repository while we work on the Phase I Application Intake module.

- 11/03 * Proto type testing continued on the first set of screens utilizing the Oracle shell technique. A demonstration for the personnel staff was given on the first cut of the supplemental questions maintenance module.

- 10/03 * Nick continued to refine the data base structure for the Phase I Intake Module. Proto type testing on the first set of screens was conducted utilizing the Oracle shell technique. Nick started the coding on the supplemental questions maintenance screen.

- 09/03 * Terry met with the personnel director and project staff members on 09/10/03, to resolve the scooping issues. Received a letter from the personnel director on 09/15/03, confirming the intent to develop the full comprehensive system based on the 09/10/03, meeting. Nick began to put together the first set of tables and Oracle screens for the Intake Module. Nick and Chris are coordinating the data base design effort to insure complete constancy for all three modules. Chris completed the Oracle Forms training in Chicago on 09/26/03.

- 08/03 * First project status meeting held with Barb Boggs, the project leader, from personnel. Scope issues surfaced for the first time which required further attention.

- 07/03 * Investigated existing R-base systems and began on site interviews. Budget was established at \$79,600 equating to 1290 hours of effort.

- 06/03 * Project scheduled to start in September due to outside projects utilizing assigned staff members.

- 05/03 * Personnel Director approved the project and secured funding at the \$80,000.00 level.

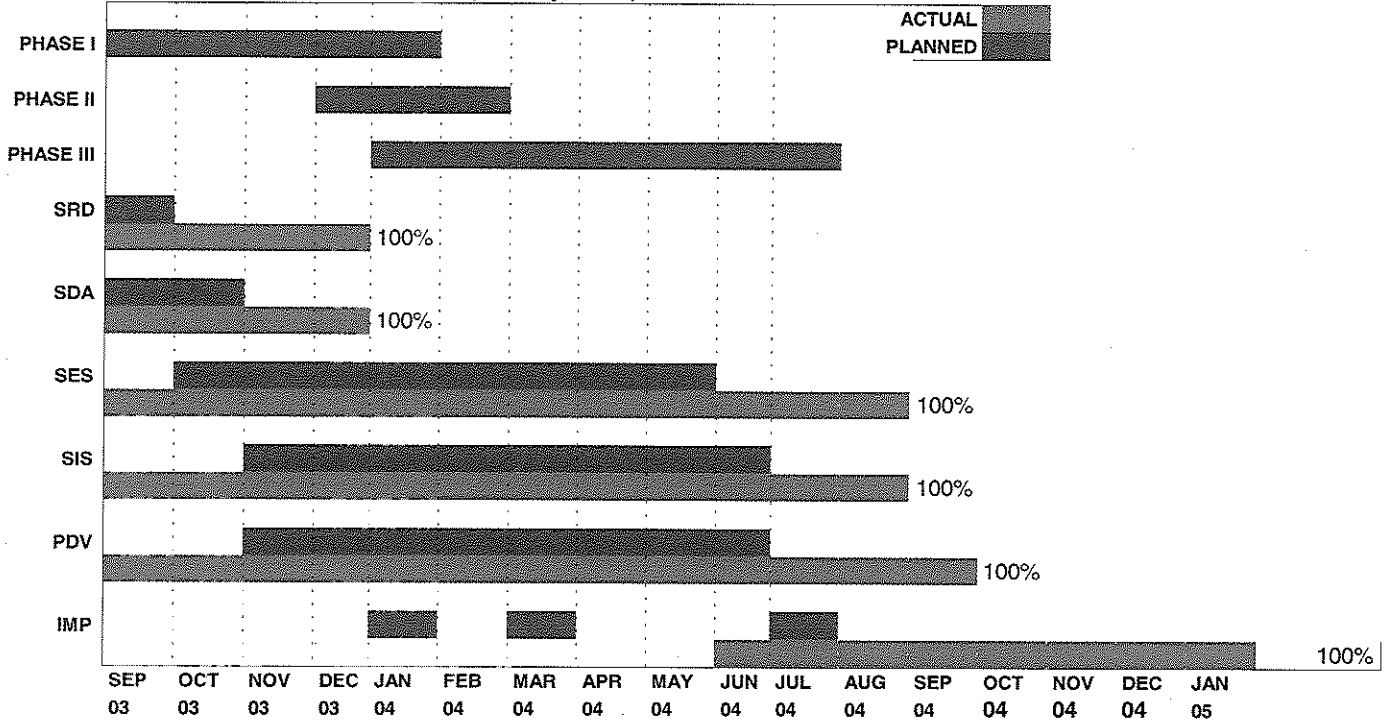
- 04/03 * The initial estimates based on the outlined scope was given to the Personnel Director. (\$60k-\$80k)

- 03/03 * New team of IS members introduced to the personnel staff on 03/19. The new vision and scope of the system was outlined.

PERSONNEL APPLICANT TRACKING SYSTEM (PATS)

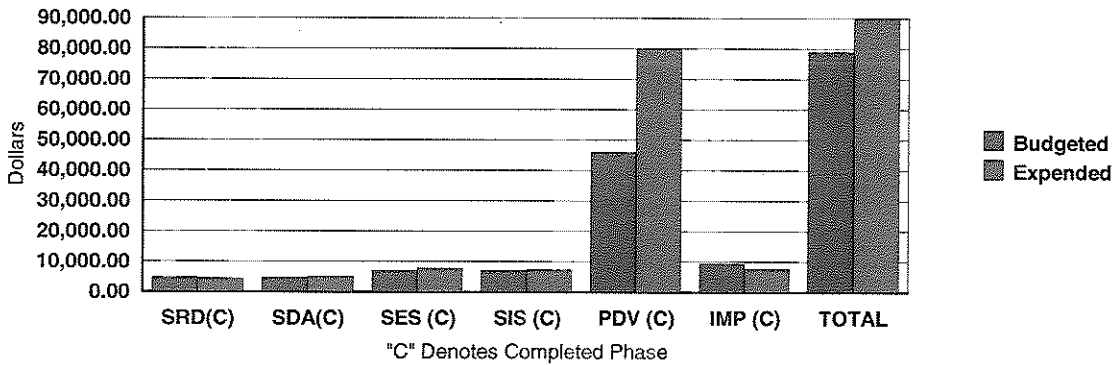
PROJECT SCHEDULE

FEBRUARY, 2005 (January Work)



PERSONNEL APPLICANT TRACKING SYSTEM (PATS)

DOLLARS EXPENDED



Lancaster County PeopleSoft

Project Manager: Jim Walkenhorst
Analyst: Joyce Davidson
Wade James

February 7, 2005

Project Description:

During October, 2001, the Lancaster County Budget & Fiscal Officer, Accounting Operations Manager, and Chief County Deputy Treasurer initiated a study of financial systems use within Lancaster County Agencies. There were a number of compelling reasons that the study was engaged. State and Federal requirements were changing new regulation, including GASB 34, as well as aging financial business processes and the technology used to support them.

The study focused upon determination of new standardized financial processing for the County Agencies. It enhanced financial support, found ways of meeting new report demands, and focused on process improvements where redundancies in work were eliminated. The study also focused on cycle time for certain business processes, which would be reduced, meanwhile, gaining greater access to information.

Shortly after the study was completed the current software provider issued notice that the current system support would soon expire. All customers using the existing version of the software would be forced to migrate to new technology. The cost of the proposed migration was cost prohibitive.

It was evident that there were a number of compelling issues that would lead to making a change to the financial processing for Lancaster County.

Eventually, Information Services determined, through careful negotiations with the City of Lincoln and PeopleSoft USA, that Lancaster County could gain access, as an affiliate, to the PeopleSoft USA software products license to the City. Lancaster County would gain access to all of the functional modules used to support the City of Lincoln at no direct software charge.

A Memorandum Of Understanding was made between the City of Lincoln and Lancaster County, where certain costs would be shared in the future. PeopleSoft USA included Lancaster County with the City of Lincoln software license through an affiliate agreement and contract addendums.

These efforts have brought Lancaster County to engage in a Consulting Services Agreement with PeopleSoft USA, using Information Services staff for technical direction and support. Lancaster County has engaged this project to implement new financial solutions.

Current Events:

01/05 The implementation activities are complete and the system was live January 3, 2005. Production execution of interfaces and information sharing is in working condition. The project has been completed approximately \$35K under the allotted budget for the Consulting Services Agreement with PeopleSoft. The project was completed six months earlier than the originally planned July 1, 2005, implementation date. This is the last report for the project.

Future Events:

02/05 The project is officially closed and the technical team is in a support role. The PeopleSoft consultant will be used on an as needed basis.

History:

04/04 A request for proposal for an i-Series CPU has been prepared and has been distributed to a list of vendors. The PeopleSoft project manager was on site to begin preliminary overviews of the site visit from last fall and to begin identifying the necessary chart of accounts structures at a high level.

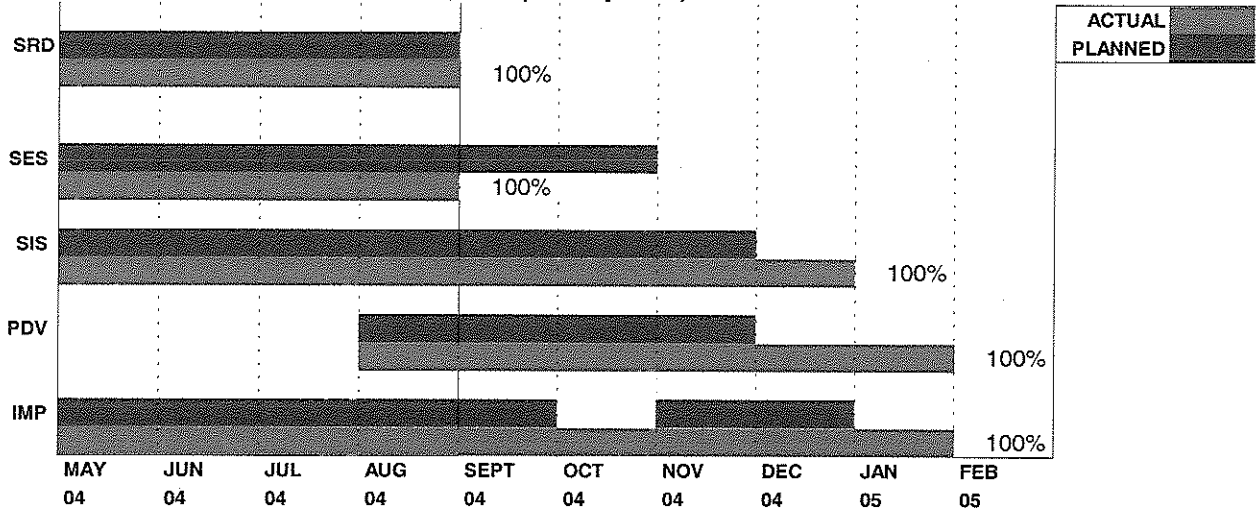
05/04 The i-Series hardware has been ordered through MSI Systems Integrators. We look for the delivery of the hardware mid-June. The PeopleSoft project manager has been on site to begin designing a new chart of accounts with the finance staff. The current vendor file is begin mapped to the address book. Summary and detailed interface information is being gathered for a design workshop next month.

06/04 The i-Series hardware has arrived and the installation process has begun. The application deployment server and related equipment has been delivered. The PeopleSoft project manager has worked with County staff and has the design and preliminary build of the chart of accounts completed. The vendor book has been converted to the address book format and manual updates are being made to keep them in sync. Function and technical training classes for Foundation and CNC Foundation have been held. Initial discussions have been made regarding the interface programming effort.

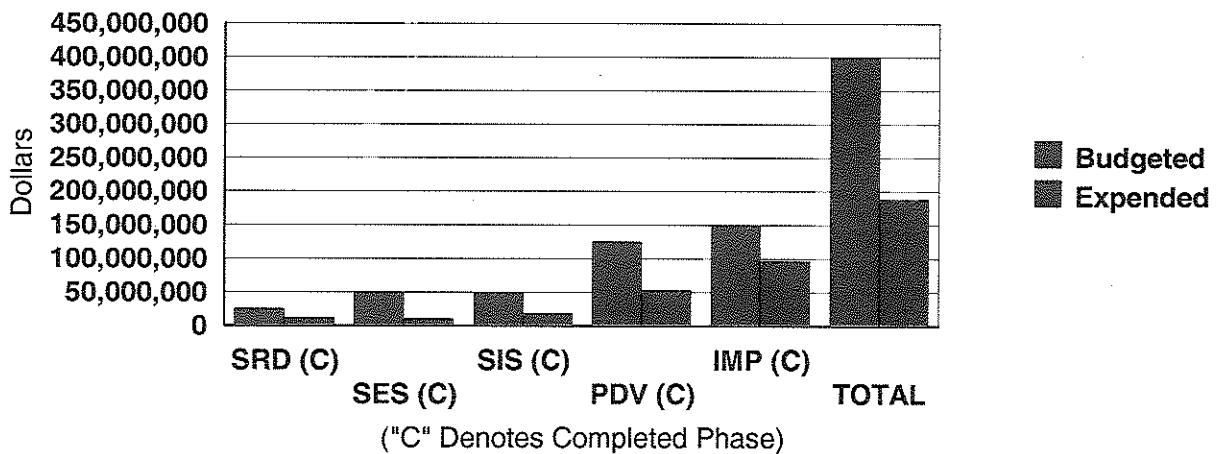
07/04 The chart of accounts revenue and expense structure has been designed. The address book is being kept current with current system vendors. The team decided to generate the 2004 production CAFR report from new system with balances brought over from the current system. The installation of the PeopleSoft application software has begun.

- 08/04** The PeopleSoft system is operational on the i-Series. There are some technical access issues which need to be resolved for remote users. The coding of the chart of accounts structure and business unit/object assignment is complete and they have been loaded onto the i-Series in the prototype environment. Technical staff have attended the systems administration course.
- 09/04** PeopleSoft Enterprise One is working in the fat client and web environments. A PeopleSoft technical specialist has been onsite to resolve systems issues. The functional application areas are being prepared by loading production data into the system. The PeopleSoft Project Manager continues to work with the end users on covering all of the working operational processes. General Ledger end user training has been conducted, and the PeopleSoft Project Manager indicates that no issues have been identified which would keep us from our January implementation target.
- 10/04** End User training has been completed for General Accounting and Accounts Payable. Functional and Technical resources have been scheduled through January. The team indicates that the January 2005, target dates can still be met. There are some performance issues with accessing the system through the Websphere facility. We are seeking further adjustments to the invoice regarding the hours charged for the initial software implementation effort. Connectivity between the i-Series and the mainframe has been established so that check printing and other reporting can be accomplished using the printers in the mainframe environment. Programming for subsystem interfaces has begun.
- 11/04** The majority of the subsystem interfaces have been written and are being tested. Check printing using local and remote printing at the Treasurers and Clerks offices is being tested. Check stock is being adopted to standard PeopleSoft formats because it is more cost effective to replace the forms than modify the check writer software to accommodate old formats. It appears that we are on target to meet project dates.
- 12/04** The system is ready for production go live January 3, 2005. A meeting and demonstration was held for all of the key users at the County Extension Building. The team is working on automating the jobs for interfaces to subsystems. A go live meeting has been held and all areas involved in the implementation have agreed to go live. The project is being completed approximately \$40K under the allotted budget for the Consulting Services Agreement with PeopleSoft. The project has been completed six months earlier than the originally planned July 1, 2005, implementation date.

**COUNTY PEOPLESOFT
PROJECT SCHEDULE
FEBRUARY, 2005 (January Work)**



**DOLLARS EXPENDED
FEBRUARY, 2005 (January Work)**



PARKING TICKETS

Project Manager: Mark Wieting, Terry Lowe
Analyst: Jim Jambor, Dorothy Westphal, Chris Plock

February 9, 2005

Project Description:

This system is a rewrite of the Cardinal system currently being used by the Violations Bureau to track parking tickets. It has been decided to make this a browser based application with the data being housed on the Alpha machine using ADMINS as the language to post the data updates. In addition to the coding needed to push data to and from the browser, there will be a field component where the LPD Public Service Officers will enter basic vehicle/plate information into a remote device, produce the paper citation, and transfer the data to the host application.

Current Events:

01/05 * We started programming the communication between the field unit and the data base. There are 8 processes to create:

- Vehicle information by plate and vin
- Scofflaw check by plate and vin
- Ticket insert and update
- Scofflaw ticket list
- Towing
- Ticket batch download
- Scofflaw batch upload
- Validation table upload
 - Vehicle make
 - Vehicle body style
 - Violation codes
 - Color, meter color
 - Parking lot codes

We have completed the first 2 processes..

Future Events:

02/05 * Complete the remaining processes to the field units and begin internal system test.

History:

09/03 * The core project team met to discuss the basic premise of the system, and to discuss options and methods currently in use for browser based systems.

10/03 * No work was performed on the Alpha towards this project. However, Terry and Chris have spent some time researching hardware devices which could be used in the field by the PSO's who will be issuing the tickets.

11/03 * Tim, Mark and Chris met to discuss some of the methods used in the mainframe web shell programs to begin a process of creating them on the Alpha.

- 12/03 * We were able to display the menu page using data from the Alpha similar to the process of the mainframe web shells. We will continue to meet with Chris to refine this process and move to the next step.
- 01/04 * We had demos of the field hardware/software performed by Chris and Terry. Dorothy wrote the XML return module on CJIS for returning the motor vehicle data to the field.
- 02/04 * We conducted interviews with Violations Bureau staff to get an idea of what the new system should involve. We began creating a sample screen to test the process of creating and displaying HTML from the CJIS machine.
- 03/04 * Conversion of the data from the Cardinal System was begun. This will be a long process to convert into our ADMINs design. We also began writing two more panels and have begun work to develop standards, comm area, and screen flow.
- 04/04 * The conversion of data from Cardinal continued. A first cut panel displaying the ticket information was completed and the shell command file for flat screen was started.
- 05/04 * Work was started on creating the shell for the flat screen by designing the ticket display, entry, update, and delete panel. The display and update portions have been completed and the rest should be done next month. The conversion process has been completed and made ready for the final implementation.
- 06/04 * The shell command file, report, and screen were completed for flat panel. There will be a little fine tuning done as the next panel is created using the shells.
- 07/04 * We have completed coding the ticket display/update/delete/add, the owner display/update/delete, ticket list by plate, ticket list by name, ticket list by vin, and have quite a few panels done for the payment process.
- 08/04 * The ticket and owner notes process was developed and finalized. The receipting screens have been coded as well as the Scoflaw lookup by plate and vin. Work has begun on designing the financial and accounting portion. The receipt adjustment screens have been started. A meeting was held with the LPD Public Service Officers to show them the different devices available for the field. The RECON device was chosen so work can begin on the ticket writing process.
- 09/04 * The design of the towing module was started, but was tabled while we tried to synch the ticket insert process between the office and the field units. The receipt adjustment and voiding process was also completed.
- 10/04 * Coding of the tow process was completed. The office screens were turned over to the Violations Bureau for testing and they have been exercising the system. What changes have come as a result of this testing have been completed.
- 11/04 * Continue customer testing of the system. Begin programming the field devices and the interface between the device and the database. Also, we will begin attacking the batch reports and the method to submit them from a browser.
- 12/04 * Customer testing of the system continued. Programming of the batch reports is near complete but still need to go through a system test. A method to submit the reports from the browser was developed.